



NEWS RELEASE

DEFENSE FINANCE AND ACCOUNTING SERVICE
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For External Release

Military Pay Information Line Expanded

Active duty, reserve, National Guard and recently separated military members can now access expanded pay information through a new Military Pay Interactive Voice Response System (IVRS).

Service members in the continental U.S. can access the Military Pay IVRS by using toll-free numbers, while overseas members can access the Military Pay IVRS using DSN and commercial numbers.

By using a pre-established personal identification number (PIN), the Military Pay IVRS will automatically determine the member's status -- active duty, reserve or separated -- and provide appropriate menu selections.

Active duty personnel will be able to access their payday deposit information, a list of current allotments, the number of bonds in safekeeping, their leave balance, tax filing status, exemptions and year to date wage and withholdings information. Reserve and National Guard members have access to their payroll deposit history, current deduction for Servicemen's Group Life Insurance, tax status and withholdings information. Separated members will be able to research the last payment made on their

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pay account. All customers will have access to instructions on how to get replacement W-2s. General information recordings will be available for people not eligible for or who do not want to establish a PIN including, how-to information on reporting missing allotment payments, getting estimated earnings for conversion of military time to civil service retirement, and requesting safekeeping bonds.

The Marine Corps implemented the new expanded service in July 2000. The Army, Navy and Air Force have recently implemented the new Military Pay IVRS.

Navy, Air Force active duty and Air Force reserve members who established a PIN for use with the earlier version of IVRS will be able to use the same PIN on the new system. Secondary user PINs, generally given to spouses, will no longer be valid. Temporary PINs have been issued to all other service members by mail (see mailing schedule below). Upon receipt of a temporary PIN, service members will be able to access the pay line. Temporary PINs must be customized within 120 days of issuance.

Temporary PIN Mailing Schedule

Branch of Service:

Marine Corps: (members who enlisted after July 2000)
Air Force (Active and Reserve)
Navy (Reserve)
Army (Reserve and National Guard)
Army (Active)

Letters mailed by:

November 22, 2000
December 1, 2000
December 1, 2000
November 22, 2000
December 6, 2000 **

** Letters should reach duty station within 7 – 10 days of mailing date.

The Employee/Member Self Service (E/MSS) PIN may not be used with the Military Pay IVRS. PINs for the Military Pay IVRS and E/MSS were kept separate to protect members' pay transactions.

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DFAS recommends not sharing your E/MSS transactional PIN with anyone. The E/MSS PIN allows changes to be made to your pay account. Whoever has this PIN will have the capability to make changes to your pay account as if they were you. Members who choose to share their informational Military Pay IVRS PIN with someone else, such as a spouse, are encouraged to customize that PIN to be different than the E/MSS PIN. Members may contact the Centralized Customer Support Office, 1-800-390-2348, for PIN related questions for either system.

Automated access to the military pay line is available 24 hours a day.

Commercial and DSN phone numbers are provided for overseas members:

U.S. Army:	Toll free: 1-888-PAY ARMY
(Active & Reserve)	Commercial: 317-510-0665
	DSN: 699-0665

U.S. Air Force:	Toll free: 1-800-755-7413
(Active & Reserve)	Commercial: 303-676-1281
	DSN: 926-1281

U.S. Marine Corps	Toll free: 1-800-594-8302
(Active & Reserve)	Commercial: 816-926-1415
	DSN: 465-1415

U.S. Navy-Active:	Toll free: 1-800-346-3374
	Commercial: 216-522-5637
	DSN: 580-5637

U.S. Navy-Reserve:	Toll free: 1-800-255-0974
	Commercial: 216-522-5138
	DSN: 580-5138

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